**What dates are students in Guatemala?**

* Fall Semester 2018: August 20 – September 22, 2018
* Spring Semester 2019: January 21 – February 23, 2019

**Location of offices/classrooms in Quetzaltenango– neighborhood, etc.**

* Quetzaltenango and the specific areas where the students live and where the school is located have not suffered from any spikes of violence of delinquency. Classes are held at [Casa Xelaju Language School](http://www.casaxelaju.com/) in Zona 1 in Quetzaltenango (see attached map). The school is secure with locked doors, and has 24- hour video surveillance. In their 27 years of operation they have never experienced any kind of issue in concern to safety of any scholars.

**Your review process, including who was involved in review process, and determinations following the issuance of the Level 3 Advisory.**

* Patrick Mulvihill, Assistant Provost for Global Education and Experience
* Leah Spinosa de Vega, Director, Global Initiatives & Off-campus Study
* Fidel Xinico Tum, Site Director: Guatemala
* Mark Lester, Central America Regional Director
* David Hamilton, Director, Operations and Global Inclusion Initiatives

**Homestays: Could you briefly outline the screening process for homestays in Quetzaltenango?  Is there a typical neighborhood in which homestays are located?**

* The families that host our students have work with the school for many years now; they are in constant communication with the school and get periodic updates for safety. The host families are open to incorporate any additional measures to guarantee the wellbeing of the students. The CGEE staff on the ground do regular health and safety orientations with home stay families.
* (Neighborhood) [**See map**](http://web.augsburg.edu/global/APA/Mapa%20de%20Ubicacion%20familias%20de%20Augsburg.pdf) where the school is located – all families live around the school, walking distance less than 20 minutes. All families are in Zone 1, where there are no incidents reported.
* (Vetting Process) Families are chosen by the language school with CGEE input. Fidel sends the students’ info (diet, allergies, gender, etc.) to the language school for matching. Before students go to the families, the CGEE staff provide host family orientation meeting which addresses health and safety guidelines, as well as a pre-determined meeting point for an emergency evacuation, if ever needed. The language school provides to the CGEE staff a list with home addresses, phone and cell numbers for all families for emergencies. Families have responded very well to our requirements.

**What is the best way to contact you (CGEE) in case of an emergency? Please include full onsite director details as well as relevant stateside contacts.**

* Guatemala Site Director: Fidel Xinico Tum:
  + + 011-502-7830-3201
  + + 011-502-4031-7917 (cell)
* Minneapolis 24/7 Emergency phone +1 612-817-2830

**In case of an emergency, what is the communication plan?**

* [Emergency Management Plan](https://web.augsburg.edu/global/EmergencyManagementPlan.pdf)

**If the group needs to be evacuated to another location, where will this be and how will that happen?**

* This depends on the nature of the crisis. Evacuation will take place in the nearest safe city, or country. Evacuation to other CGEE sites in Managua, Nicaragua or San Jose, Costa Rica.

**If the program is canceled, how will you arrange for the group to return to the United States?**

* In case of emergency evacuation, the evacuation is arranged through our insurance provider ([EIIA](http://www.eiia.org/default.aspx)). If the evacuation is not authorized through the insurance company, we would work with our travel agent--STA Travel or Student Universe to re-book students' flights.

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